

DTS Guide to Processing Authorizations for the New Fiscal Year

(FY06 to FY07)

Version 4.0

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Revision History

Date	Revision Number	Authorization	Revision/Change Description	Page, Section
07/16/04	2	Dave French	Update document for Current Fiscal year procedures	Entire document
07/29/04	2.1	Dave French	Adjusted document to reflect PMO Comments	Sections 1, 2, 3, & 4.2.1
06/21/05	3.0	Dave French	General update for FY05 to 06 in various sections and added major material to:	
			3 Added paragraph on city pairs 4.2 Added note on SPPs	Section 3 and Section 4.2
			Added following new sections:	
			2.2 Shutdown Periods	Section 2.2
			3.3 New FY Trips departing before approval	Section 3.3
			3.4 Unbudgeted	Section 3.4
			4.3 Prior FY trips created in New FY	Section 4.3
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			5 Air Reservations and new GSA City Pair contracts	Section 5
			6 Advances and SPPs	Section 6
			7 Local vouchers	Section 7
			8 No year and Multi-Year funding	Section 8
			9 Document FY (DFY) data element	Section 9
			10 Changes to TDY Location List	Section 10

8/1/06	4.0	Dave French	General Update for FY06 to 07	Entire Document
			Updated Travel occurring in the new Fiscal Year.	3.0
			Fiscal Year Crossover trip instructions updated.	4.0
			Amendment Process updated.	4.2
			Updated Example under GSA City Pair Award	5.0
			Advances/SPPs	6.0
			No Year and Multi-Year Funds	8.0
			Added STARS-FL and STARS-HCM crossover trips	9.0
			Entered portion on Per Diem Rate Changes for CONUS/OCONUS Travel	10.0

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1 Purpose

The purpose of this document is to provide the user/traveler, the Approving Official (AO), and the Finance Defense Travel Administrator (FDTA) with an overview of the process for preparing DTS travel authorization documents in the current fiscal year for travel that starts in the new fiscal year, or for trips that begin in the current fiscal year and continue into the new fiscal year. This guide should only be used when travel meets these criteria.

Note: The procedures for Line of Accounting (LOA) rollover are contained in the DTS DTA Guide to Establishing LOAs and Budgets for the New Fiscal Year.

2 Overview

Preparing DTS documents for travel that occurs in a new fiscal year or crosses fiscal years requires a specific process as described in this guide. The fiscal year for the Department of Defense (DoD) begins on 1 October and ends on 30 September of the following calendar year. Travel that begins on or after 1 October and requires travel authorization and reservations prior to 1 October is considered as travel that occurs in the new fiscal year. Travel that begins on or before 30 September, and ends on or after 1 October of the same calendar year is considered to cross the fiscal year. Appendix A contains process flowcharts for travel across fiscal years and travel in the new fiscal year.

Note: Organizations using No-Year or Multi-Year funds should refer to Section 8 of this document.

2.1 Reference Materials

The following documents provide additional supporting information on the fiscal year process:

Document	Available From
DTS Defense Travel Administration Guide	www.dtstravelcenter.dod.mil/
(Manual)	(Training Materials section –
	DTA Guide)
DTS Financial Field Procedures Guide – Section 2	www.dtstravelcenter.dod.mil/
	(Financial Management section)
DTS DTA Guide to Establishing LOAs and	www.dtstravelcenter.dod.mil/
Budgets for the New Fiscal Year (FY06 to FY07)	(Financial Management section)

2.2 Shutdown Periods

Each accounting system that interfaces with DTS shuts down for a period of time starting in September. A list of the shutdown periods is published and announced via a Customer Service notification. There is no planned shutdown of DTS.

AOs are advised to refrain from approvals during the shutdown, as their documents will simply queue up at the Global Exchange (GEX)/DoD Accounting and Disbursement System (DADS); processing should be done before the shutdown to accomplish any needed transactions for the traveler.

3 Travel That Occurs in the New Fiscal Year

This section provides guidance to the user/traveler and AO on creating DTS authorizations in the current fiscal year for travel that starts in the new fiscal year.

A user/traveler creates the travel authorization in the current fiscal year for travel that starts in the new fiscal year. For example, user/traveler creates the travel authorization on 15 September (current fiscal year) for travel that starts on or after 1 October (new fiscal year).

Travel arrangements can be made for the entire trip; however, GSA City Pair flights will only be available for FY07 after the airlines enter the GSA contract award information into their Global Distribution System (GDS) and the DTS database is updated. These actions typically occur in September, and a DTS Customer Service notification will be issued when the information is available in DTS. Travelers making flight arrangements prior to award and loading will not be able to access GSA City Pair fares. This occurs in non-DTS situations, and local rules used in past years should be reviewed for applicability.

Note: Sites may want to consider using some of the strategies outlined in Section 5.

Generally, authorizations created in DTS for travel that begins in a future fiscal year should not be stamped APPROVED by the AO until the FDTA/BDTA establishes both the new fiscal year LOA(s) and funding for the new budget(s) within DTS.

Note: Funding for the new fiscal year is made available by a funding authority external to DTS.

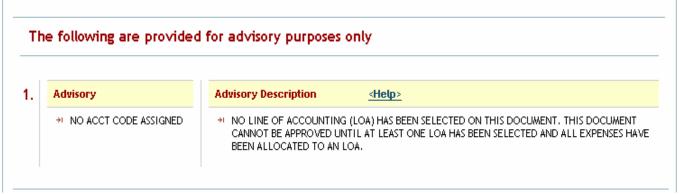
Note: Some organizations have the ability to approve new fiscal year travel documents in the current fiscal year. Typically their accounting system holds the new fiscal year obligations until funds are available. This facilitates applying the Tickets Are Waiting (TAW) date for the Commercial Travel Office (CTO).

For travel that requires ticketing before the AO can approve the document in DTS, and new fiscal year funding has not been approved, the traveler should follow local procedures for approving transportation with verbal orders (VOCO). The verbal approval allows the CTO to ticket the transportation already booked in the DTS Reservations Module, which then updates DTS with the ticketed information. The Transportation Official (TO) typically provides verbal approval; however, this may vary by site. The AO is still required to digitally approve the document after new fiscal year funding is approved.

3.1 Steps for Creating an Authorization for Travel in New Fiscal Year

A travel authorization is created in the current fiscal year for travel that starts in the new fiscal year. For example, today is 15 September (current fiscal year) and the user creates the authorization for travel that starts on 5 October (new fiscal year).

- 1. Create the travel authorization in DTS (i.e., enter itinerary, select travel arrangements, enter the associated expenses for the trip). *Note:* GSA City Pair availability for dates in FY07 are dependent on contract award and loading into the reservation system. These fares may not show up for FY07 travel until sometime in September. See Section 5.
- 2. Prior to signing the document, the following must occur:
 - From the **Accounting** screen (screen ID 1067.1), select an LOA for the new fiscal year. If a new fiscal year LOA is not available (i.e., the FDTA has not loaded the new fiscal year LOAs into DTS), leave the LOA selection blank. Leaving the LOA selection blank, in this instance, is acceptable. This triggers an advisory that an LOA has not been selected by displaying: "No ACCT CODE Assigned".



• The user/traveler needs to provide comments to the Routing/Approving Official before signing the document. Go to the **Preview Trip** screen (screen ID 1064.5) to enter comments as follows:

"Travel is for next fiscal year. Do not approve until funding becomes available."

Document Comments		
	◀	
Comments to the Approving Official:	Travel is for next fiscal year. Do not approve until funding becomes available.	
Comments from the Travel Agent:	None	

3. Proceed to the **Digital Signature** screen to **Sign** the document. After the document is signed, the CTO confirms the travel reservation and the normal routing process continues.

4. The AO must hold the document for approval until notified by the FDTA/BDTA that future year funding is available and loaded in DTS. See Section 3.2 for steps when funding becomes available.

3.2 Steps for Approving an Authorization When New Fiscal Year Funding Is Available

When the new funding becomes available, the FDTA/BDTA must establish the new fiscal year LOA(s) and Budget Item(s) in the DTS Budget Module. This process is explained in the DTS DTA Guide to Establishing LOA(s) and Budget(s) for the New Fiscal Year document, located on the DTS Travel Center Website (www.dtstravelcenter.dod.mil/) in the Financial Management section.

After the FDTA/BDTA complete this process and confirm that the accounting system is processing transactions, they must inform the AOs within the organization that the documents pending approval that cite the new fiscal year LOA(s) can now be reviewed for approval.

Once the AO is notified that the new fiscal year LOA(s) are available, the AO can adjust and approve the authorization in DTS as follows:

- 1. If the new fiscal year LOA(s) are not on the document, update the accounting data.
 - From the **Accounting** screen (screen ID 1067.1), select the LOA(s) for the new fiscal year.
 - Do not use prior year funds to fund travel in the new fiscal year.
- 2. Continue the routing and approval process.
- 3. At Approved, the TAW date is applied to the passenger name record (PNR) and the CTO tickets the trip three business days prior to departure.
- 4. If the LOAs, funding, and approval cannot be accomplished prior to departure, see Section 3.3.

3.3 Trips Departing in the New Fiscal Year, but Before Funding and Approval is Available

In certain situations, a traveler may need to depart prior to the trip being approved. This may occur because the formal LOA rollover and Budget Module updates cannot be made in time or the Accounting System is not yet processing transactions. This typically occurs for departures that occur 1-15 October.

The DTA should establish procedures in advance with both the TO and CTO to facilitate this situation. The procedures used prior to implementation of DTS should be adaptable to this situation. See Section 5 for further discussion.

Oftentimes, verbal orders are given to travel, and the CTO tickets the trip based on instructions from the TO or other designated official. A DTS document is created (Section 3.1 above) and then approved as explained in Section 3.2.

3.4 "No Budget Exists"/"Insufficient Funds"

AOs can not APPROVE travel authorizations when the funding message indicates that "No Budget Exists." AOs will receive this message if during FY LOA rollover the BDTA/FDTA decided not to create the new FY budgets.

AOs will receive an "Insufficient Funds" warning message if attempting to APPROVE a document that has a budget item but may not have had the initial target amounts put in, therefore there is no available balance. The BDTA must be contacted to update the effected budget.

4 Fiscal Year Crossover Travel

This section provides guidance to the user/traveler and AO on creating and approving DTS authorizations for travel crossing fiscal years when using single-year funds. For example:

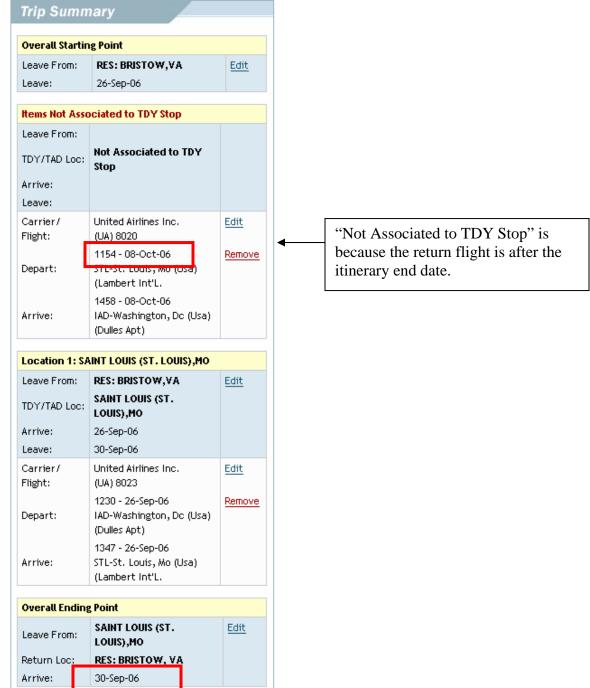
A user/traveler may need to create an authorization in the current fiscal year for travel that begins on 26 September (in current fiscal year), and ends on 8 October (new fiscal year).

Note: This is a two-step process. The first step creates the authorization for the portion of the travel that takes place in the current fiscal year. The second step requires the user/traveler/clerk to amend the authorization to include the portion of the travel that takes place in the new fiscal year. However, this second step cannot occur until after the FDTA/BDTA has established the new fiscal year LOA(s) and budget(s) in DTS.

Note: This does not apply to travel funded by multi-year, or no-year appropriations, when the LOA in the authorization can be used in both the old and new years. See Section 8.

4.1 Steps for Creating an Authorization for the Portion of Travel That Occurs in the Current Fiscal Year

- 1. Create the travel authorization in DTS. In the itinerary section (screen IDs 1151.1 or 1039.1), the travel dates should only be entered for the portion of the trip that occurs in the current fiscal year. For example, the user/traveler indicates on the itinerary that the travel starts 26 September and ends 30 September, even though the actual trip extends beyond 30 September).
- 2. In the reservation section, DTS pre-populates the return flight date and lodging/rental return date fields to the return date from the **Itinerary** screen (30 September). The user/traveler should update the reservation date fields to reflect the expected return date (for example, the true return date on 8 October), and allow the CTO to make travel arrangements and reservations as necessary for the actual dates of travel. The Trip Summary will reflect that the return flight (8 October) is not associated to the TDY stop, this is because the return date is outside of the itinerary dates. This will be



corrected once item 3 is accomplished when new FY funds are available...

3. Once funding for the new fiscal year becomes available, the traveler adjusts the actual itinerary travel dates in an **Amendment to Authorization** to show that the travel continued into the new fiscal year, See Section 4.2.

Note: GSA City Pair availability in FY07 is dependent upon contract award and loading into the Reservation System. These fares may not show up for FY07 travel until sometime in September. If City Pair flights are not posted to the GDS used by the travel office, the user/traveler should not select a return flight. If possible, wait until GSA contract fares

are available. User/travelers can create an amendment and add a future return flight using the DTS Reservation Module. The user/traveler cannot use the Reservation Module to add a return flight after the departure date; they must go offline to the CTO and then manually enter the flight information in the amendment (Section 4.2) or voucher. If the return date is in early October, the traveler could select a coach class ticket due to the non-availability of GSA fares, which is supported in DTS under the air availability display. See Section 5 for further information.

- 4. User/traveler adds any other applicable expenses and selects LOA(s) for the current fiscal year only.
- 5. Before signing, the user/traveler should add a comment to the AO: "Traveler is expected to return on DD MM YYYY, so travel crosses fiscal years. This authorization includes current fiscal year itinerary and expenses only."
- 6. After the user/traveler applies their digital signature, the document routes to the CTO for booking of transportation and lodging/rental arrangements.
- 7. Document then routes to the AO for approval.
- 8. Upon AO approval, DTS routes the PNR to the CTO for air fare ticketing, hotel, and rental car reservations and also sends the current year obligation transactions to the DADS.

4.2 Steps for Creating an Amendment for the Portion of Travel That Occurs in the New Fiscal Year

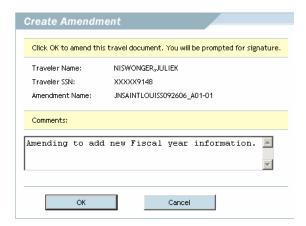
When the new fiscal year funding becomes available, the BDTA must load the appropriate Budget Item(s) in the DTS Budget Module. This process is explained in the DTS DTA Guide to Establishing LOA(s) and Budget(s) for the New Fiscal Year document, which is available on the DTS Travel Center Website (www.dtstravelcenter.dod.mil/) in the Financial Management section.

After the BDTA completes this process, they must inform the AOs and travelers within the organization. The traveler is then able to amend the original authorization and update the itinerary to include the portion of the travel that takes place in the new fiscal year and apply the additional LOA(s) for the new fiscal year.

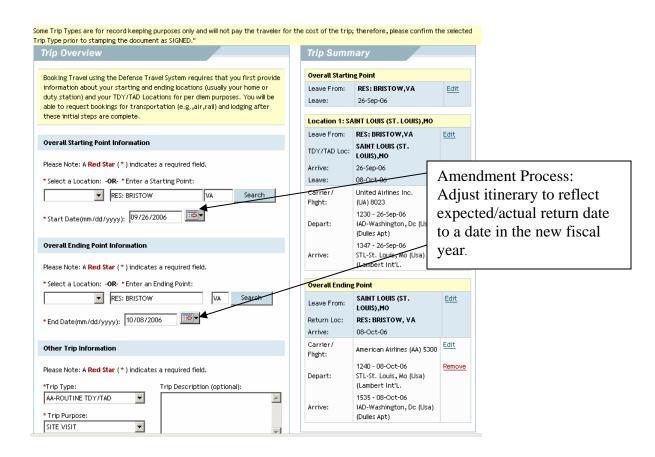
Note: For trips that include Scheduled Partial Payments (SPPs) these should be rescheduled on the amendment and processed normally once the amendment is approved. If the 30-day window fell during the shutdown/fund availability period (generally late September to the middle of October) the delayed payment is processed to disbursing as soon as the amendment receives a Positive Acknowledgment (POSACK) from the Accounting System.

4.2.1 Steps for Amending the Authorization in the New Fiscal Year

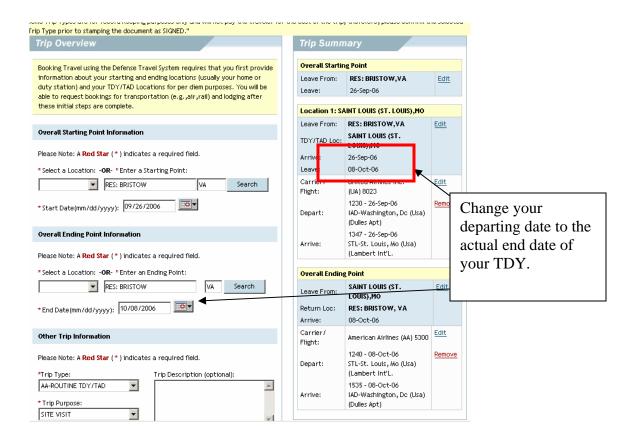
1. Create the Amendment for the authorization. Add comments as shown below to identify the purpose of the amendment.

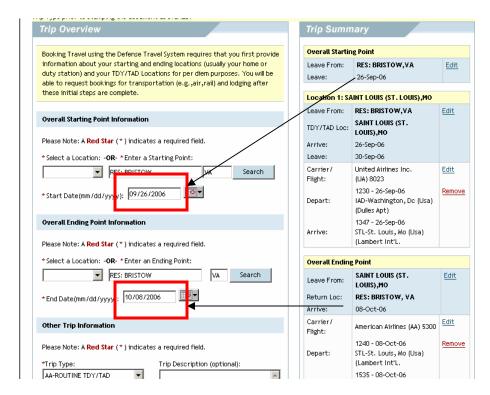


2. As part of the amendment process, the user/traveler must change the return date of the itinerary of the authorization to reflect the date in the new fiscal year. Change the end date on the trip overview page. Scroll to the bottom of the screen and click **Proceed to Per Diem Locations**.



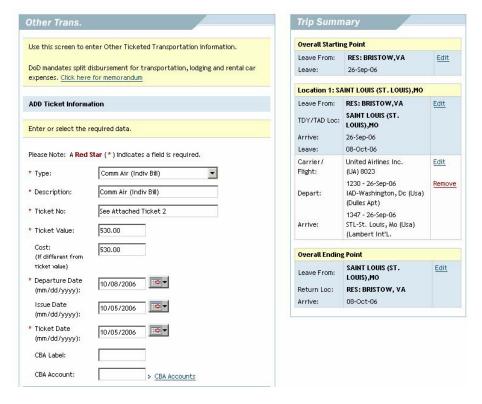
3. After the overall trip dates are updated, you will need to update any perdiem locations on the document. Click Edit on the location that needs to have the end date updated.



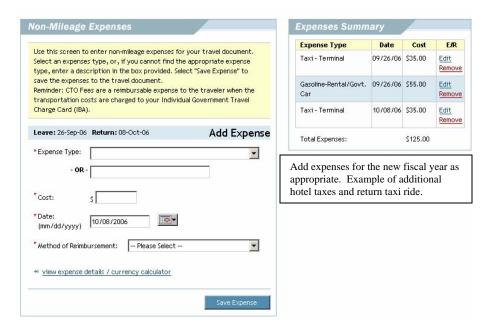


Verify that the itinerary reflects the complete trip crossing the fiscal year.

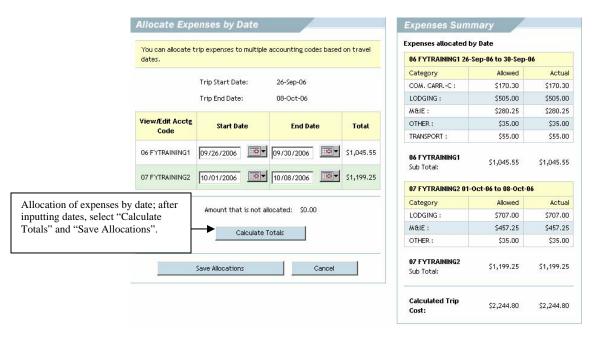
4. If the traveler has made transportation reservations outside DTS, the costs should be entered into the **Other Transportation Expense** screen.



5. User/traveler updates the list of expenses to add any expenses applicable to the new fiscal year.



- 6. Proceed to **Expenses/Per Diem Entitlements** to verify Lodging is updated for all dates. Also, if any other special duty conditions were previously made (actual expenses, meals provided, leave, etc.); these must be reentered because these were removed as a result of Step 3.
- 7. User/traveler adds LOA(s) to fund the new fiscal year portion of the travel. This requires the user/traveler to allocate expenses between two or more LOAs.



8. Proceed to the **Digital Signature** screen (screen ID 1059.1) to sign the document when the steps above have been completed. After the document is signed, the normal routing process continues.

4.3 Prior Year Trips Created/Approved in the New Fiscal Year

Documents can still be funded with prior FY funds. ALL documents that cite prior year LOAs and have the appropriate FY in the LOA label will fund to the Budget in the FY Budget module that has that LOA with available funds.

5 Air Reservations and the New GSA City Pair Contract Award

Travel arrangements can be made for the entire trip; however GSA City Pair flights will only be available for FY07 after the airlines enter the GSA contract award information into their GDS and the DTS database is updated. These actions typically occur in September, and a DTS Customer Service Notification will be issued when the information is available in DTS. Travelers making flight arrangements prior to award and loading will not be able to access GSA City Pair fares. This occurs in non-DTS situations, and local rules used in past years should be reviewed for applicability.

New Fiscal Year Trip Example. Departure date is 1 October or later. The original FY07 authorization is processed up to APPROVED in September.

Travelers making flight arrangements before GSA awards the City Pair contracts or before the airlines enter the new fare information into their computer systems will not be able to access GSA City Pair fares. This also occurs in non-DTS situations, and local rules used in past years should be reviewed for applicability. The following suggestions and considerations apply to DTS users:

If the FY07 fares are not yet available, and the traveler can wait for reservations for the return flight, as travel is after mid-October, the travel request should be made just prior to the FY07 approval (once funds are available, loaded, and the accounting systems are processing transactions).

If the FY07 fares are not yet available and the traveler needs reservations for travel in early October, these could be made using the non-restricted fares reflected in DTS. The TO should consider enlisting the CTO to monitor these trips and attempt to book on a suitable GSA fare when available.

Crossover Trip Example. Departure date is prior to 1 October and the return date is 1 October or later. The original authorization is completed through 30 September. Booking flights for travel before 1 October is accomplished normally, as current GSA City Pairs are available and entered in the document.

Travelers making flight arrangements prior to award and loading will not be able to access GSA City Pair fares. This occurs in non-DTS situations, and local rules used in past years should be reviewed for applicability.

If the new FY fares are not yet available, and the traveler can wait for reservations, the return flight could be done offline with the CTO when the new FY City Pairs are available.

Note: For all flights, after departure, changes cannot be made in DTS. The return flight not booked in the original FY06 authorization cannot be added after departure in DTS. The TO should coordinate with the CTO to confirm that return flights, when booked, will not be queued back to DTS. This is normal procedure – offline reservations are not queued back to DTS.

If the new FY fares are not yet available, and the traveler needs reservations for travel in early October, these could be made using the non-restricted fares reflected in DTS. The TO should consider enlisting the CTO to monitor these trips, and attempt to book on a suitable GSA fare when available.

If the travel arrangements on the original authorization (with a departure prior to 30 September) are made after the new FY GSA City Pairs are available, normal selection and processing occurs. The traveler will be able to select a flight in October, even though the end date of the trip is 30 September. The FY07 amendment will not affect the air reservations.

6 Advances and Scheduled Partial Payments (SPPS)

6.1 New Fiscal Year Trips

This section applies to those trips for FY07 travel that need to be created and routed up to approved prior to the FY07 availability of funds.

6.1.1 Advances for New Fiscal Year Trips

The trip begins early in the new fiscal year (from 1 October until a few days after the end of the planned DADS shutdown). Non-ATM advances requested through DTS are not available. Approvals for trips prior to the availability of funds and DADS processing should not be accomplished in DTS. If an approval does occur, the financial transactions are processed through DTS, but held at the GEX or Accounting System depending on their particular interface. The advance does not reach the traveler until three or more business days after the Accounting System begins processing, assuming the disbursing system is also online. Organizations should ensure that travelers requiring an advance for departures during this time frame become Government Charge Card (GOVCC) holders to minimize the need for a non-ATM advance.

6.1.2 SPPs for New Fiscal Year Trips

The trip begins early in the new fiscal year (from 1 October until a few days after the end of the planned DADS shutdown). There should be no affect on SPPs as the first SPP is scheduled for 30 days after departure for trips longer than 45 days. Assuming the earliest departure date is 1 October, the funds/accounting and disbursing system are available and the document is approved by 15 October, the first SPP would reach the traveler by 30 October.

6.2 Crossover Fiscal Year Trips

This section applies to those trips that begin in FY06 and continue into FY07.

6.2.1 Advances for Crossover Fiscal Year Trips

Non-ATM advances requested through DTS are available up until the DADS shutdown prevents the accounting POS ACK and two-day disbursing cycle from completing prior to the shutdown. To be prudent, approvals for trips with advances should be approved at least five business days prior to the shutdown. If the authorization is approved, but processing is not completed, the payment is delayed to the traveler.

Another factor to consider is that the crossover trip is only through 30 September with 06 LOAs when initially approved. The trip starts late in September; the advance is only for the expenses incurred in September 06. This may not be sufficient to meet the traveler's needs for the first two or three weeks in October. Organizations should ensure that travelers requiring an advance for departures during this time frame become GOVCC holders to minimize the need for an ATM advance.

6.2.2 SPPs for Fiscal Year Crossover Trips

The situation and considerations for SPPs for fiscal year crossover trips depend on the start date and length of the trip. Generally, DTS will process all SPPs on schedule. Depending on the approval date, the departure date, and shutdown schedule, some payments may be delayed. Consideration should be given in certain situations to using a combination of advance and SPPs to ensure the traveler has sufficient funds.

For trips that begin before 20 August, normal SPPs should process correctly with no effect on the traveler. After the POS ACK on the obligation, the first SPP would be due NLT than 20 September, before the end of year shutdown. The next payment would be due NLT 20 October. This will process on or after the scheduled date, as soon as the amendment in FY07 is approved, and POS ACK and disbursing is processed in October.

Trips departing after 20 August to 20 September are prime candidates for a DTS Non-ATM advance request along with SPPs. If the traveler's situation allows an advance in accordance with the FMR, the advance will pre-pay 80% of the expenses incurred for up to the first 30 days and then schedule the SPPs for the remainder of the trip. The DTA needs to ensure the traveler's profile is updated prior to creation of the authorization to reflect Advance Authorized.

Note: With a recent change, the traveler will not be overpaid when requesting an advance and SPP. The advance is calculated for up to the first 30 days and the last SPP is adjusted to ensure the total of the advance and SPPs do not exceed the reimbursable expenses reflected in the authorization.

However, as the departure date approaches closer to 30 September, the amount of the advance is reduced as it is calculated on the reimbursable costs through 30 September. Travelers leaving later in September should be encouraged to obtain a GOVCC, and the AO/DTA should closely monitor the shutdown process and, as soon as possible, have the FY07 amendment approved and processed.

7 Local Vouchers

Local vouchers cannot be processed with two FY LOAs. Separate local vouchers should be processed.

Local vouchers in the current FY should be approved well before the DADS shutdown to ensure processing is completed prior to the shutdown. If DADS processing cannot be completed prior to the shutdown, the traveler and AO must remember that the payment will not be processed until the obligation is positively acknowledged by accounting, after the shutdown.

Local vouchers for the new fiscal year should not be approved until funds are available and loaded in the Budget Module and the accounting and disbursing systems are available.

8 No-Year and Multi-Year Funds

Some organizations use funding that allows obligation of travel expenses from multiple years to the same LOA. Based on service/agency and accounting system guidance, users who can cite the same LOA for the entire trip can create the initial authorization with beginning dates in FY06 and ending dates in FY07 without creating an amendment after 30 September.

In addition, No-Year LOAs can be handled differently than single year LOAs.

The entire crossover trip can be entered without using the procedure outlined in Section 4.

The companion document, DTS DTA Guide to Establishing LOAs and Budgets for the New Fiscal Year (FY06 to FY07), Section 2.6, includes a discussion of this topic. The FDTA and BDTA need to decide whether to continue using the current FY LOA labels in the New Fiscal Year or to custom rollover the labels (leaving the year related data element the same). This is a local decision.

Note: DTS will no longer allow anything to be in the first two digits of the displayed LOA label other than numerals. When created, the first two digits of the displayed LOA label are populated from the LOA FY entered. The expectation is that all labels will begin with 06, 07, etc.

9 Document Fiscal Year for Navy LOA (STARS-FL and STARS-HCM) FY Crossover Trips Only

The Navy LOA processed in the STARS-FL and STARS-HCM accounting systems for fiscal year crossover trips only, the 07 LOA placed on the document to allocate FY07 expenses has to have a Document FY (DFY) of "6." All LOAs on a trip have to have the same DFY based on the departure date. A pure FY06 trip has 06 LOAs with a DFY/BFY/EFY of "6". A pure FY07 trip has all LOAs with a DFY/BFY/EFY of "7". An FY crossover trip has an 06 LOA with a DFY of "6" and an 07 LOA with a DFY of "6" (and a BFY & EFY of "7").

The DTS DTA Guide to Establishing LOAs and Budgets for the New Fiscal Year (FY06 to FY07), Section 2.6, discusses the options for creating these crossover 06 LOAs with Budget Items. The FDTA and BDTA need to decide on the approach to be used.

10 Changes to Per Diem, Travel and Transportation Allowances Committee (PDTATAC), TDY Locations (CONUS), and State Dept. Locations (OCONUS)

In conjunction with the change in the fiscal year, the governing bodies that set the per diem rates conduct a sometimes-extensive update to existing lodging, meals, and incidental rates. These changes are loaded into DTS when available. For trips created prior to the new rate upload, any changed rates are updated in the DTS document the next time an amendment or voucher is created. Any rate changes for FY07 at a particular location do not normally require an amendment to a document created in FY06 to change the "should cost" obligation. Any changes by PDTATAC are automatically picked up when the voucher is created.

Any issues with locations and per diem rates should be reported to the Help Desk via a Magic or self-support ticket. The subject line of the ticket/email should start with "PER DIEM LOCATION RATE PROBLEM." In past years, the Help Desk has received a significant increase in tickets during the first few weeks in October. Authorized users of the Help Desk must use a self-generated ticket to report rate issues – phone calls on this type of issue should be avoided.